



UNIVERSITI PUTRA MALAYSIA

**EFFECTS OF PSYCHOLOGICAL AND RESOURCE FACTORS ON
PERCEIVED BUSINESS PERFORMANCE AND FINANCIAL WELL-BEING OF
GOVERNMENT RETIREES IN BUSINESS**

MARIATI BINTI NORHASHIM

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By

MARIATI BINTI NORHASHIM

**Thesis submitted to the School of Graduate Studies, Universiti Putra Malaysia
in Fulfilment of the Requirements for the Degree of Doctor of Philosophy**

June 2013

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Abstract of thesis submitted to the Senate of Universiti Putra Malaysia in fulfilment of requirement for the degree of Doctor of Philosophy

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June 2013

Chairman : Professor Tengku Aizan Tengku Hamid, PhD
Faculty : Human Ecology

The purpose of the study was to investigate the impact that being in business has on the financial well-being (FWB) of government retirees in business. This study adopted a research approach from the perspectives of psychology and resource theories. The psychological variables were motivation, attitude towards ageing and entrepreneurial self-efficacy while the resource factors were human, social and financial capital.

A questionnaire based survey was conducted in between July 2010 to January 2011 on government retirees who were in business throughout Malaysia that employed a cross sectional design. Forty one respondents were successfully interviewed. Statistical procedures for the analyses included descriptive analysis, correlation analysis and path analysis.

Profiling the government retirees in business revealed that the majority of the respondents operated business in the services, trade or retail industries which were set up and fully owned by themselves. Resource wise, the majority had very low financial capital, human capital and social capital. A worrying finding was that a quarter had neither friends nor family in their social network. Only twenty per cent had family working with them in in their business.

Most of the business started were low cost barrier business with half investing RM10,000 or less. Most started their business from their own savings, about a third took out money from their retirement account and a fifth took loans. Those who received government grants or borrowed were worse off in their FWB compared to those who were self-financed. In spite that, all but one of the respondents reported positive FWB even though four of them have negative net worth.

Factors which have a negative impact on FWB were number of illnesses and number of dependents. Factors which appeared to influence strongly positive FWB were positive perceived business performance, positive attitudes towards ageing as well as good saving habits. Thus, policies and programmes designed to improve PBP will have an indirect impact on FWB.

The findings suggested that those who approach the government agencies for assistance need more than mere financial aid. Two of the factors that were found to improve perceived business performance (PBP) was entrepreneurial self-efficacy (ESE) especially in terms of marketing and social capital in terms of having a friend in their business-related social network. However, PBP was not found to have any significant role as a mediating factor on resource and psychological factors towards FWB. Yet, financial capital did have a strong positive but independent impact on both PBP and FWB.

Training, mentoring as well as providing a social platform for post-retirement businesspersons would be beneficial in improving the FWB of this at-risk group. Policies and programmes need to go beyond merely putting a financial scheme in place specifically for retirees who wish to venture into business. An agency or other form of intermediary is needed in order to identify potential RIB and provide a ready channel for formulating aid programmes.



Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia
sebagai memenuhi keperluan untuk ijazah Doktor Falsafah

**KESAN FAKTOR PSIKOLOGI DAN MODAL KE ATAS TANGGAPAN
PRESTASI PERNIAGAAN DAN KESEJAHTERAAN KEWANGAN PESARA
KERAJAAN YANG BERNIAGA**

Oleh

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Tujuan kajian ini adalah untuk menyiasat kesan menjalankan perniagaan ke atas kesejahteraan kewangan (KK) pesara kerajaan yang berniaga. Kajian ini mengguna pakai pendekatan penyelidikan dari perspektif teori psikologi dan teori sumber. Pembolehubah psikologi terdiri daripada motivasi, sikap terhadap penuaan dan keberkesanan keusahawanan diri manakala faktor-faktor modal terdiri daripada modal manusia, modal sosial dan modal kewangan.

Tinjauan soal selidik telah dijalankan di antara bulan Julai 2010 hingga Januari 2011 di kalangan pesara kerajaan yang berniaga di seluruh Malaysia berdasarkan reka bentuk kajian keratan rentas. Empat puluh satu responden telah berjaya ditemubual. Prosedur statistik untuk analisis termasuk analisis deskriptif, analisis univariat, analisis korelasi dan 'path analysis'.

Profail pesara kerajaan yang berniaga menyerlahkan bahawa majoriti responden berniaga dalam sektor perkhidmatan, perdagangan atau runcit yang telah ditubuhkan dan dimiliki sepenuhnya oleh diri mereka sendiri. Dari sudut faktor modal, majoriti mempunyai modal kewangan, modal insan dan modal sosial yang rendah. Satu penemuan yang membimbangkan adalah bahawa suku dari respondent tidak mempunyai rakan-rakan atau keluarga di rangkaian sosial perniagaan mereka. Hanya dua puluh peratus mempunyai ahli keluarga yang bekerja bersama dalam perniagaan.

Kos pelaburan di kalangan peniaga agak rendah dimana separuh hanya melabur RM10,000 atau kurang daripadanya. Sumber kewangan bagi kebanyakan mereka adalah dari simpanan mereka sendiri, namun begitu, kira-kira satu pertiga mengeluarkan wang dari akaun persaraan mereka dan satu perlima mengambil pinjaman. Mereka yang menerima geran kerajaan atau meminjam mempunyai FWB yang lebih rendah berbanding mereka yang membiayai sendiri. Walau bagaimana pun, semua kecuali seorang daripada responden melaporkan FWB yang positif walaupun empat dari mereka mempunyai aset bersih negatif.

Faktor-faktor yang mempunyai kesan negatif terhadap KK bilangan penyakit dan bilangan tanggungan. Faktor-faktor yang mempengaruhi KK secara positif adalah tanggapan prestasi perniagaan (TPP) positif, sikap yang positif terhadap penuaan serta tabiat penjimatan yang baik. Oleh itu, dasar-dasar dan program-program yang direka untuk meningkatkan TPP akan mempunyai kesan tidak langsung terhadap KK.

Penemuan kajian mendapati bahawa mereka yang mendekati agensi-agensi kerajaan untuk mendapatkan bantuan memerlukan selain daripada bantuan kewangan semata-mata. Dua faktor yang telah didapati dapat meningkatkan TPP adalah keberkesanan keusahawanan diri, terutama dari segi pemasaran dan modal sosial dari segi mempunyai rakan dalam rangkaian perniagaan. TPP tidak didapati mempunyai peranan signifikan sebagai faktor pengantara di antara sumber dan psikologi faktor ke atas KK. Walaubagaimanapun, modal kewangan mempunyai kesan yang positif ke atas kedua-dua TPP dan KK, namun begitu, hubungan itu tidak berkaitan dengan satu sama lain.

Latihan, penglibatan mentor dan menyediakan lapangan untuk bersosial bagi peniaga pasca-persaraan mungkin memberikan manfaat terhadap pembaikan kesejahteraan kewangan kumpulan sasaran ini. Dasar dan program perlu melangkaui bantuan kewangan saja terutamanya bagi mereka yang menceburi bidang perniagaan yang mencabar hanya di lewat usia. Sebuah agensi atau bentuk perantaraan yang lain adalah diperlukan untuk mengenal pasti bakal pesara yang berniaga dan menyediakan saluran khusus untuk merangka program-program bantuan.

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I certify that a Thesis Examination Committee has met on 19 June 2013 to conduct the final examination of Mariati binti Norhashim on her thesis entitled "Effects of Psychological and Resource Factors on Perceived Business Performance and Financial Well-Being of Government Retirees in Business" in accordance with the Universities and University Colleges Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U.(A) 106] 15 March 1998. The Committee recommends that the student be awarded the Doctor of Philosophy.

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DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Putra Malaysia or other institutions.

MARIATI BINTI NORHASHIM

Date: 19 June 2013



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